

- 1 What are the inputs—raw materials etc.—and where do they come from?
- 2 What is the main input of the business?
- 3 Have you changed the inputs used in recent times?
- 4 How are the inputs brought to the business?
- 5 Are there ever any problems of supplying them?
- 6 Where are the inputs received/stored?
- 7 Who is responsible?
- 8 Any special problems with inputs for example, deterioration, safe storage?

Employees

- 1 How many people (males and females) do you employ?
- 2 How many are permanent? How many casual?
- 3 Do they require any special skills?
- 4 What do you look for in an employee?
- 5 Do you find some type of workers are better than others?
- 6 Do you have any union problems?

Production

- 1 Could you describe the main operation of your business—how the main product is made. What other products are created?
- 2 Briefly describe the job of the workers directly involved.
- 3 Has the process changed over recent times? How? Why?
- 4 How is the output measured?
- 5 Are stocks kept on the site?
- 6 Has output increased in recent times?
- 7 Has it achieved targeted levels? Why/why not?
- 8 Do you have any special concerns about your product?
- 9 How has the main good(s)/service(s) produced, changed over recent times?
- 10 Are there any by-products or waste?

Marketing

- 1 Could you please describe the area of your sales?
- 2 How has this changed over recent times?
- 3 Do you operate on a certain mark-up to determine prices?
- 4 Who are your target customers?
- 5 How important are visitors (tourists) to your sales?
- 6 Have your customers changed over time?
- 7 What particular aspects are important in selling your product for example, the seasons, advertising through television or radio or leaflets,

- special sale days, how the product is presented, sales personnel? Do you advertise with other similar businesses?
- 8 How is the product distributed to various outlets? Do you own the transport?
 - 9 Have there been problems in the distribution of the product?
 - 10 How strong is the competition in this market?
 - 11 How do you see future competition?
 - 12 How are dissatisfied customers' problems handled?
 - 13 How do you work out what the market wants? Any market research?
 - 14 Are there many government restrictions on the sale of your product(s)?

Management/organisation

- 1 Could you please make a simple sketch showing the organisational structure of the business—from owners, to department managers, to supervisors to other employees?
- 2 Has this structure changed in recent times? How?
- 3 How are decisions made in the business? What are particular staff responsible for?

The report

The final product should:

- be well organised;
- be logically and sequentially structured;
- always answer the question(s);
- use paragraphing correctly;
- integrate quality diagrams, graphs, charts;
- be well-referenced and documented;
- be thoroughly researched;
- be neatly presented to show that you care; and
- be easy to read.

A high quality project will include:

- a title page;
 - a table of contents; and
 - structured sections based on the question.
- One such section, taken from a project based on a small furniture store, deals with administration: